**GENERAL PRINCIPLES OF OUR EDUCATION PROGRAM**

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| * Staff participates in the education * Handouts are provided * Names and phone numbers of contact people are provided |

**LESSONS LEARNED**

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| * **Interdisciplinary:**   + provides different perspectives * **Allocate staff time:**   + provides commitment   + shifts/weekend   + paid/unpaid * **Collaboration provides:**    + listening, validation   + parents as equal partners   + consistent personal outreach | * **Visibility:**    + encourages staff engagement   + encourages attendance   + encourages communication   + increases credibility |